

**REQUEST FOR PROPOSAL PS-# 911
INMATE TELEPHONE SERVICE**

January 4, 2006

The County of San Luis Obispo is currently soliciting proposals for professional services for inmate telephone services.

Each proposal shall specify each and every item as set forth in the attached specifications. Any and all exceptions must be clearly stated in the proposal. Failure to set forth any item in the specifications without taking exception, may be grounds for rejection. The County of San Luis Obispo reserves the right to reject all proposals and to waive any informalities.

If your firm is interested and qualified, please submit 4 copies of your proposal by close of business on January 23, 2006 to:

County of San Luis Obispo
Phill Haley, Central Services
1087 Santa Rosa Street
San Luis Obispo, CA 93408

If you have any questions about the proposal process, please contact me. For technical questions and information contact Lt Cole at (805) 781-4605.

PHILL HALEY
Buyer - Central Services Division

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TO: ALL PROSPECTIVE PROPOSERS
SUBJECT: LOCAL PROPOSERS PREFERENCE

The County of San Luis Obispo has established a local vendor preference. All informal and formal Request for Proposals for contracts will be evaluated with a 5% preference for local vendors. Note the following exceptions:

1. Those contracts which State Law or, other law or regulation precludes this local preference.
2. Public works construction projects.

A "local" vendor will be approved as such when, 1) It conducts business in an office with a physical location within the County of San Luis Obispo; 2) It holds a valid business license issued by the County or a city within the County; and 3) Business has been conducted in such a manner for not less than six (6) months prior to being able to receive the preference.

As of March 3, 1994 individual County Buyers evaluate RFP's (Request For Proposals) considering the local vendor preference described above. The burden of proof will lie with proposers relative to verification of "local" vendor preference. Should any questions arise, please contact a buyer at (805) 781-5200. All prospective proposers are encouraged to quote the lowest prices at which you can furnish the items or services listed in County proposals.

	YES	NO
Do you claim local vendor preference?		
Do you conduct business in an office with a physical location within the County of San Luis Obispo?		
Business Address:		
Years at this Address:		
Does your business hold a valid business license issued by the County or a City within the County?		
Name of Local Agency which issued license:		

Business Name: _____

Authorized Individual: _____ **Title:** _____

Signature: _____ **Dated:** _____

PROPOSAL SUBMITTAL AND SELECTION

1. All proposals, consisting of 4, four copies must be received by mail, recognized carrier, or hand delivered no later than close of business on January 23, 2006. Late proposals will not be considered.
2. All correspondence should be directed to:

San Luis Obispo County
Department of General Services
1087 Santa Rosa Street
San Luis Obispo, CA 93408
ATTENTION: Phill Haley
3. Costs of preparation of proposals will be borne by the proposer.
4. It is preferred that all proposals be submitted on recycled paper, printed on two sides.
5. Selection of qualified proposers will be by an approved County procedure for awarding professional contracts.
6. This request does not constitute an offer of employment or to contract for services.
7. The County reserves the option to reject any or all proposals, wholly or in part, received by reason of this request.
8. The County reserves the option to retain all proposals, whether selected or rejected.
9. All proposals shall remain firm for sixty, (60) days following closing date for receipt of proposals.
10. The County reserves the right to award the contract to the firm who presents the proposal which in the judgment of the County, best accomplishes the desired results, and shall include, but not be limited to a consideration of the professional service fee.
11. Selection will be made on the basis of the proposals as submitted. The Selection Committee may deem it necessary to interview applicants. The County retains the right to interview applicants as part of the selection process.
12. The proceedings of the Selection Committee are confidential. Members of the Selection Committee are not to be contacted by the proposers. All communication between proposer and the County shall be through Phill Haley.

PROPOSAL FORMAT

A qualifying proposal must address all of the following points:

1. Project Title
2. Applicant or Firm Name
3. Firm Qualifications
 - a. Type of organization, size, professional registration and affiliations.
 - b. Names and qualifications of personnel to be assigned to this project.
 - c. Outline of recent projects completed that are directly related to this project. Consultant is required to demonstrate specific design and project expertise relating to the requirements of the Project Scope.
 - d. Qualifications of consultants, subcontractors, or joint venture firm, if appropriate.
 - e. Client references from recent related projects, including name, address and phone number of individual to contact for referral.
4. Understanding of and Approach to the Project
 - a. Summary of approach to be taken.
 - b. Description of the organization and staffing to be used for the project.
 - c. Indication of information and participation the proposer will require from County staff.
 - d. Indication of time frame necessary to complete the plan review once a Notice to Proceed is issued.
5. Fees and Insurance
 - a. Propose total fixed fees to complete project as described under Project Scope.
 - b. The selected Consultant will be required to provide insurance coverage in the amount of \$1,000,000 General Liability Insurance. This amount of insurance coverage shall be reflected in your estimated professional fee.

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- c. The Consultant shall provide within five (5) days after the Notice of Award is issued a certificate of liability insurance naming the County of San Luis Obispo and its employees and officers as additionally named insured. This shall be maintained in full force and effect for the duration of the contract and must be in an amount and format satisfactory to the County.

d. **Indemnification:**

Consultant shall defend, indemnify and hold harmless the County, its officers and employees from all claims, demands, damages, costs, expenses, judgments, attorney fees, liabilities or other losses that may be asserted by any person or entity, and that arise out of or are made in connection with the acts or omissions relating to the performance of any duty, obligation, or work hereunder. The obligation to indemnify shall be effective and shall extend to all such claims and losses, in their entirety, even when such claims or losses arise from the comparative negligence of the County, its officers and employees. However, this indemnity will not extend to any claims or losses arising out of the sole negligence or willful misconduct of the County, its officers and employees.

The preceding paragraph applies to any theory of recovery relating to said act or omission, by the Consultant, or its agents, employees, or other independent contractors directly responsible to Consultant including, but not limited to the following:

1. Violation of statute, ordinance, or regulation.
2. Professional malpractice.
3. Willful, intentional or other wrongful acts, or failures to act.
4. Negligence or recklessness.
5. Furnishing of defective or dangerous products.
6. Premises liability.
7. Strict Liability.
8. Violation of civil rights.
9. Violation of any federal or state statute, regulation, or ruling resulting in a determination by the Internal Revenue Service, California Franchise Tax Board or any other California public entity responsible for collecting payroll taxes, when the Consultant is not an independent contractor.

It is the intent of the parties to provide the County the fullest indemnification, defense, and "hold harmless" rights allowed under the law. If any word(s) contained herein are deemed by a court to be in contravention of applicable law, said word(s) shall be severed from this contract and the remaining language shall be given full force and effect.

A. PROJECT OVERVIEW

The San Luis Obispo County Sheriff's Department, County Jail and Probation Juvenile Services Center is seeking proposals from qualified vendors to provide both local and out-of-area telephone service to inmates of the San Luis County Jail and the Probation Juvenile Services Center. The County is interested in a system that provides currently manufactured and technically supported brands and components. The Sheriff's Department will require on premise recording and monitoring capability of all inmate telephones and on closed circuit inmate visitation telephones.

B. SCOPE OF SERVICES

1. The County, in cooperation with the incumbent Contractor, has overseen and installed approximately 60 inmate non-coin telephones, 24 visitation phones at the Sheriff's Department and 6 non-coin telephones at the Probation Juvenile Services Center.
 - a. The successful Contractor will be required to coordinate with the incumbent and the County to allow for an uninterrupted transition and implementation of new services.
 - b. The requirements described herein are considered reasonable to meet the County's needs. The County is interested in exploring new technological solutions that would enhance the inmate telephone system. Contractor having alternate proposals to meet these needs, may, after responding to the minimum requirements hereunder, offer alternate service levels for consideration by the County
2. Contractor will be responsible for all cost associated with acquiring, installing, operation, and maintaining a complete inmate telephone system during the term of the contract. Telephones that must be added or removed at existing or additional locations will be at no cost to the County.
3. Contractor shall be responsible for providing and installing signage and other ancillary items associated with or necessary to providing the service, at no cost to the County.
4. Services will be guaranteed for the duration of the contract period. The Contractor shall assume responsibility for all equipment and software defects for the entire duration of the contract. The Contractor shall guarantee that services are free from defects and must correct all problems associated with the hardware or software at no cost to the County.
5. All software upgrades, will occur automatically as new versions are released, at no cost to the County, throughout the entire contract period.
6. The County requires that at least one (1) mobile Telephone Device for the Deaf (TDD) be provided for the County Jail and one (1) mobile unit for Probation

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Juvenile Services Center. The TDD units must be durable, tamper-resistant, designed specifically for public use and suitable in a jail environment.

7. General Configuration Requirements

- a. The system should include an automated attendant operator. A minimum of three changes per year shall be allowed to the system script.
- b. The telephone system shall be a collect automated operator platform. No access to a live operator is permitted at any time.
- c. The system shall not allow any incoming calls.
- d. The system shall permit collect only, one-way outgoing, station-to-station calls billed to the called party, or charged to a debit system set up for inmate use for the purpose of placing phone calls through this system.
- e. The system shall be capable of blocking three-way and conference calls.
- f. The system shall not allow chain dialing and secondary dial tones.
- g. The system shall detect any extra digits dialed by the inmate after the party has accepted the call.
- h. Inmate shall be required to hang up before dialing a new number.
- i. The system shall guard against "hook-switch dialing" and other fraudulent activities.
- j. Automated call instruction/announcements in English and Spanish. **Indicate other languages available with your system.**
- k. The system should provide Error prompts.
- l. Announcement that the call is originating from San Luis Obispo County Jail.
- m. Announcement that the call may be recorded or monitored.
- n. Instructions for recipient to accept, reject, or block calls **by pressing a keypad number.** *Recorded greeting to the called party that indicates the call is a collect call from the San Luis Obispo County Jail and is subject to recording and/or monitoring, provide the called party with the identity of the calling party and provide the called party with the opportunity to accept or reject the call. The conversation shall be blocked until the called party accepts the call.*
- o. The system should have the capability of permitting the called party to block all future calls from the County Jail.

- p. The called party shall be able to provide positive acceptance and active consent of the telephone call or reject a call from a **rotary dial or pulse dial telephone**.
- q. The called party shall be informed of the cost of the call **prior to accepting the call, on all type of collect calls**.
- r. The system shall be capable of providing call completion to any point within the continental United States, Alaska, and Hawaii.
- s. The System shall provide the ability for inmates to make international collect calls.
- t. The System will allow housing areas and intake phones to be programmed with speed dial to the public defender's office, at no cost to the caller.
- u. The system must allow free calls to the California Relay Service (CRS) to assist impaired inmates.
- v. The system must be designed to provide reliable inmate telephone service with full backup and system recovery contingencies.
- w. The phone instrument shall provide dial tone/system prompts when the handset is off the hook.
- x. Call set-up and acceptance process must be completed within 30 seconds (from off-hook to call connection/rejection).
- y. Pursuant to California Penal Code 851.5, inmates are entitled to three free local telephone calls at the time of booking. Telephones located in the intake area will be configured to allow inmates to make local calls at no cost. The Contractor will be required to provide these calls at no cost to the County.
- z. **Telephones located in the intake area must be configured to allow inmates to make local or long distance calls from a single phone rather than having two separate phones, one for local phone calls, one for long distance calls.** The number of telephones that must be configured in this manner are four (4), two (2) in each intake cell.
- aa. **Additional lines and portable cart phones will be required in the Main Jail in order for inmates in single cells units, A1, R1, L1, to access a telephone without having to be moved out of the cell.** The portable cart phones must be configured in a manner that allows inmates to use them through the cell's food slot openings.

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- bb. The system shall provide for automated turn on and shut off at designated times and manual system shut off capabilities from designated Jail control rooms.
- cc. The public pay phone in the intake lobby shall allow free calls to the local taxi cab company, at no expense to the County.
- dd. The system shall be capable of "passive accept," of collect calls to agencies that use automated operator systems, e.g. State Parole.

8. General Equipment/Hardware Requirements

- a. Contractors will comply with all applicable Federal and State statutes and regulations as well as local ordinances now in effect or hereafter adopted. All electrical equipment must be installed in compliance with National Code requirements.
- b. Telephones shall be ADA and Title 24 compliant.
- c. All wiring installed must be concealed.
- d. Telephone instruments must be line powered such that, the phone does not require separate electrical power at the device. Telephone instruments shall be specifically designed for use in a correctional environment and must be approved by the County before installation. Converted coin phones will not be accepted.
- e. Telephone devices in inmate housing areas will be equipped with a braided steel receiver cord 18 inches in length.
- f. Telephone devices in intake areas will be configuration with braided steel receiver cord 12 inches in length and the cord must extend from the top of the instrument to reduce the risk of suicide by hanging.
- g. All telephones must be securely fastened to the wall with security approved by the County.
- h. Inmate telephones shall be composed of durable, tamper-free equipment suitable for jail environments. Shall be constructed in a manner that minimizes vandalism and destruction of property. This shall include no removable parts and must be installed in such a manner that no safety hazard is present to the user.
- i. Telephone instruments shall have touch-tone keypads.
- j. Amplified handsets may be required in specific areas. Those telephones shall be fitted with volume control device, which will allow the inmate to increase or decrease the volume of the handset earpiece.

- k. The Contractor shall provide system capabilities for protection from power surges and equipment capabilities for protection from power outages.

9. Management/Reporting Workstations

- a. Contractor must provide a comprehensive call management/reporting system that can be easily controlled/accessed. Two workstations and one printer must be provided at each site. One workstation will be located off site, approximately 200 yards from the existing jail workstation and shall connect to existing local area network.
- b. Call management/reporting workstations should allow call blocking by telephone number and individual telephone on/off control both manually and by scheduling.
- c. The call management/reporting workstations must also provide easy to use reporting tools to access call history and detail. This information should be stored online for a minimum of three (3) months.
- d. Indicate the impact to contract, if any, for storage capabilities on a hard drive(s) for one year.
- e. The Contractor shall provide all archival hardware, software and supplies and shall perform all system and database backups and archiving.
- f. The Contractor shall be capable of recovering all system data using a system back up.

10. Call Monitoring/Recording System

- a. Call monitoring and recording system that records every call made by the system and stores recorded calls for a minimum of three (3) months.
- b. The system shall have the capability to disconnect a call that is being monitored.
- c. Calls to certain predetermined telephone numbers shall not be recorded. The system must be able to exempt specific telephone numbers from monitoring or recording. The system must be capable of identifying specified telephone numbers as "do not record".
- d. The recording system shall incorporate proven technology to scan recordings, search recordings, highlight recordings with notes, and transfer recording for use by the staff in their routine investigations.
- e. The system shall have the capability, on demand, to store recordings on the hard drive(s) and the recording must be accessible instantly.

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- f. The system should include an alert system that will detect and notify calls made to restricted numbers, calls made by restricted individuals, or calls made from restricted phones.
- g. The system must provide for the monitoring of live inmate calls without any detectable deterioration of call quality or call interruptions.
- h. The system must be able to terminate a live, monitored call in real time.
- i. The system must be configured/networked such that all recorded calls may be accessed from any workstation.
- j. Each workstation must be equipped with hardware/software to allow the transfer of recorded inmate calls to CD-ROM in a non-proprietary format for use by investigating agencies.
- k. Ability to provide reports on a daily, weekly, monthly, or real time basis. All reports should be selected by any combination of location, PIN, phone, number dialed, time/date, duration, call type, call status, etc., by Sheriff's staff.
- l. The system shall be fully supported by remote maintenance including remote polling capabilities and system self-diagnostic to create "trouble tickets" when a system problem is discovered.

11. Personal Identifiers (PIN) or Other Biometric Identification System

- a. The system, at the option of the County, should include an inmate biometric identification system or the capability of providing Personal Identifiers to identify the inmate placing the call. (i.e. booking number). Current Jail Management System is Abbey Group.
- b. Discuss your firm's experience with personal identifiers. Describe, in detail, the personal identification numbers your system uses and detail how the calls using this feature are accomplished.
- c. State the amount of administrative time required of staff to administer the personal identifier system.
- d. State the ability to interface with Abbey Group's Jail Management System.
- e. Indicate the impact, if any, the use of PIN's or other biometric identification system has on commissions.

12. Prepaid Services

- a. County requires deployment of prepaid (debit) services 30 days from the execution of the contract.

- b. For purposes of clarity, the County will consider **Pre-Paid Services** as cards (or phone time) that are purchased by persons other than the inmate, such as inmate's family or friends.

13. Prepaid Calling Card Services

- a. The telephone system must provide a prepaid calling card function. Cards will be distributed to inmates through existing inmate commissary system.
- b. Phone cards should be available in denominations of \$10.00 (ten), and \$20.00 (twenty) dollars and will be purchased by inmates through commissary.
- c. The prepaid system shall be designed to allow inmates to query the system to determine remaining card value and to transfer value from one card to another. For example, an inmate must be able to transfer the remaining \$1.00 value from one card to a new \$10.00 card and be left with one \$11.00 card.
- d. The back of the prepaid cards must have instructions to released inmates to mail the card(s) to a specific address to obtain a refund on unused value remaining on the card or the ability to use the card outside the correctional facility.
- e. Contractor must indicate rates for local, intraLATA, interLATA, interstate, and international calls for the prepaid calling cards.

14. Maintenance and Repairs

- a. The equipment installed at the County Jail and Juvenile Services Center shall remain the sole and exclusive property of the contractor. The County will not be responsible for any damage to equipment.
- b. The contractor shall provide all necessary labor, parts, materials and transportation to maintain all inmate telephones and related service equipment in good working order, and in compliance with the equipment manufacturer's specifications throughout the term of the contract.
- c. The Contractor is responsible for all maintenance and repairs to inmate telephones and the inmate telephone system. A single point of contact with the primary contractor, via a toll-free telephone number, must be established by the contractor for reporting all inmate telephone problems. This toll-free telephone number, with access to a live operator, shall be available for reporting inmate telephone problems 24 hours per day, every day of the year.

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- d. The Contractor shall be responsible for determining whether line access failure is the fault of the local exchange carrier (LEC), the inter-exchange carrier (IEC), or the contractor's equipment. When the contractor determines the agency responsible for failure, then the contractor shall contact the agency responsible for failure and negotiate the desired services at no cost to the County. If the failure is determined to be the fault of the contractor's equipment, hardware, software or wiring, the contractor shall correct the problem at no cost to the County.
- e. The Contractor shall provide telephone equipment personnel who have been fully trained, manufacturer certified, and/or qualified on the equipment and software to be serviced.
- f. The Contractor will provide prompt repair of inmate telephones.
- g. The Contractor shall specify the service response time after notification by the County of a service problem.
- h. The Contractor will maintain an adequate inventory of spare parts readily available for repairs and maintenance of the system. The Contractor shall provide a statement of spare part availability and delivery durations when such parts are not on hand at the site.
- i. The Contractor shall respond to an emergency request and be on-site, if necessary, within six (6) hours from the time of notification from the County to the emergency repair number, twenty-four (24) hours a day, 365 days a year.
- j. The Contractor will provide prompt repair of inmate telephone problems; minimally meeting the following repair times:

Priority Level One- Emergency Request. Multiple housing units that are not in operation, multiple inmate phones not operational, or entire system failure. Intake phones not operational, or the lack of ability to record or any other failure that severely limits the proper use of the phone system. Technician on site and repairs commenced within six (6) hours.

Priority Level Two- One entire housing unit that is not in operation or one inmate phone not operational. Repair will be made within 24 hours.

Priority Level Three- One of multiple phones in a housing unit that is not in operation. Repair will be made by the end of the second business day.

- k. Contractor failure to meet the repair deadlines set forth shall result in a \$100.00 per day penalty being imposed for every out of compliance trouble report.

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- I. The contractor shall notify the County at least twenty four (24) hours prior to any planned occurrence that may result in a service interruption to any inmate phone or service that lasts in excess of fifteen (15) minutes.
- m. Contractor must submit a detailed explanation of the maintenance/repair plan.

15. Customer Service/Account Representation

Contractor shall provide dependable, consistent, readily available technical support and customer service support.

16. Blocked Calls

- a. Calls cannot be blocked due to a lack of LEC or CLEC billing agreements with contractor.
- b. Calls may be blocked to telephone numbers that have delinquent bills or customer refuses to pay for approved calls to that number. The Contractor must provide a toll-free number for the public to use in resolving billing questions.
- c. Contractor shall not bill users for incomplete calls (e.g., network intercept recordings, busy signals, and no-answers).

17. Fraud Detection

The County will not be responsible for any uncollectible charges.

18. Implementation

Contractor must provide detailed project/implementation plan describing the methodology to complete the services in a timely, orderly, and least disruptive manner.

19. Documentation

Contractor shall supply copies of documentation for training, operation, and system manuals.

20. Training

The Contractor will provide training on the inmate telephone workstation features and usage for both workstations. Contractor shall provide a detailed scope of training, including training schedule, length of training, various times training can be provided and number of personnel that can attend a training session. Training should occur no later than 14 days from the "go-live" date, at no cost to the County.

21. End of Contract

- a. At the end of the contract period, the contractor will work with County staff to facilitate a smooth transition of uninterrupted inmate telephone service with a replacement contractor. Any phone wiring and related conduit installed during the contract become the property of the County. Contractor equipment must be removed in such a manner as to allow existing telephone wiring to be reused.
- b. Contractor will provide the County with a list of all blocked numbers in the system to allow transition of this data into a new system.

22. Contractor Security Clearance

The County will require a security clearance on contractor employees who have need of access inside a correctional facility. The security clearance will be completed by Sheriff's staff at no charge to the contractor. Contractor employees who fail the security clearance will not be permitted inside the County Jail.

23. Additional Services

- a. The County may wish to interface the commissary system with the Inmate Phone System.
- b. The County may wish to install a Universal Call Distributer System for clerical staff in the Booking area of the Jail. A different system is needed to automate call answering and distribution system that would allow incoming calls into the Jail be more efficiently handled by routing frequently asked questions to a recorded response and directly routing other calls to the person most appropriately able to assist the caller.
- c. Indicate the impact, if any, for these services commissions and rates.

24. Commissions

- a. The County's goal is to maintain an acceptable level of income for the Inmate Welfare Fund while also providing the lowest possible phone rates for inmates and their families.
- b. Contractor shall describe the commission to be paid to the Sheriff's Department and Probation Juvenile Services Center based on a percentage of revenues. Explain in detail the method used to calculate commission. (e.g., gross revenue, adjusted gross revenue, net revenue, etc.) State any applicable deductions from gross revenue before calculating the County's revenue. (i.e., uncollectible calls, total call, access line charges, clearinghouse charges, etc.)
- c. Compensation shall be paid on a monthly basis.

- d. Commissions shall be submitted to each agency via separate checks.
- e. Each check shall be accompanied by a detailed statement of usage and call records, including but not limited to time period covered, commission rate applied, number of minutes, and total revenue.
- f. The contractor shall be responsible for any and all billing disputes, claims or liabilities that may arise in regard to its provision of this contract.

25. Rates

- a. Fair rates to inmates and their families are an important part of the phone system. Charges for calls shall not exceed Federal Communications Commission Rates, California Public Service Commission tariffs and schedules.
- b. The vendor shall attach a chart indicating the charges that the Contractor proposes to use and the commissions the vendor would pay at each rate. NOTE: If more than one rate commission structure is being offered; please complete and attach a chart for each optional package.
- c. Provide a rate table for all types of calls, local, intraLATA, interLATA, interstate, and international calls for the prepaid cards. Identify all surcharges, administrative fees, per minute fees, long distance per minute fees, etc. Include information on any discounts for off peak or weekends.

26. Signing Bonus

Contractor may offer the Sheriff Department and Probation Juvenile Services Center a one-time signing bonus at the initiation of the contractual agreement. Any such signing bonus shall not diminish the rate of applicable commissions.

27. Monthly Reports

- a. The proposed system should be capable of generating reports for the County including:
 - Customer account number
 - Pay phone number
 - Pay phone location
 - Total calls by telephone number
 - Total minutes for local exchange service by telephone number
 - Total minutes for inter-exchange service by telephone number
 - Total station revenue by telephone number
 - Total revenue by account
 - Billing time period covered

- b. Monthly summary reports including:

Each account number
Each account name
Total calls per account
Total minutes per account
Total revenue per account
Total compensation paid per account
Billing time period covered

28. Right to Audit

- a. The County reserves the right to audit usage, revenue, commission, and repair data and records of any or all inmate telephones. The Contractor shall upon receipt of the written notice, provide all requested data and records to the requesting County Agency. The County shall provide a minimum of 10 days notice.
- b. The Contractor shall maintain financial records and other records as may be prescribed by the County or by applicable federal and state laws, rules, and regulations. The contractor shall retain these records for a period of three years after final payment, or until the County audits them, whichever event occurs first.
- c. These records shall be made available during the term of the contract, as described above, and the subsequent three-year period for examination, transcription, and audit by the County, its designees, or other authorized bodies. Such audits will be conducted during normal business hours.

29. Permits

Unless otherwise provided herein, Contractor shall at his expense, obtain all permits and licenses and pay all charges and fees necessary for the performance of the contract, and shall give all public notices necessary for the lawful performance of the contract.

C. TERM

The term of the negotiated contract will be for two years, with two one-year extensions. The two one-year extensions may be exercised at the sole discretion of the County subject to same terms and commission of initial contract period.